

State 911 Department Training Course Information

The State 911 Department will schedule and fund various courses using the vendors listed below. Primary PSAPs may also schedule and purchase from the vendors on this list but may also choose to use other vendors that offer courses, certifications, training for Computer Aided Dispatch (CAD) and/or software that are pertinent to 9-1-1 communications. However, prior approval for courses, software, CAD Training and all other products provided by other vendors must first be approved by the Director of Programs.

The State 911 Department has awarded contracts to the following vendors to provide Enhanced 911 Call Taker Certifications. These contractors responded to and were awarded a contract in compliance with RFR SETB 08-001. The State 911 Department will update this list should additional vendors be added.

APCO
apco@apcointl.org
888.272.6911

PowerPhone, Inc.
www.powerphone.com
800.537.6937

Public Safety Group
tharrison@publicsafetygroup.com
877.794.9389

The State 911 Department will host the following:

- Enhanced 9-1-1 Equipment Training - Conducted at approved State 911 Department training facilities.
- Administrative Equipment Courses - Conducted at approved State 911 Department training facilities.
- Public Safety Communications Academy (PSCA) (five weeks) - conducted at various locations throughout the Commonwealth. The State 911 Department is responsible for vendor fees. Other expenses may be eligible for reimbursement in compliance with the training grant guidelines.

(Schedules for PSCA and training modules can be found at www.mass.gov/e911)

The State 911 Department offers the below information for courses not hosted by the State 911 Department. This addresses classes held within Massachusetts, New England and outside the New England region.

- Communication courses being offered in Maine, New Hampshire, Connecticut and Rhode Island by a **State 911 Department contractor**: Vendor fees, reasonable lodging, overtime, or backfill overtime while attending a course offered by one of the State 911 Department contractors may be reimbursed from the PSAPs training grant allocations. A written request from the PSAP authorized training grant signatory must be made indicating the sponsor of the course, vendor name, course curriculum, course location and course cost, via email to 911DeptGrants@state.ma.us at least thirty (30) days prior to the course for approval. Confirmation of approval or denial will be sent back to the PSAP within ten (10) business days of the request. Failure of the State 911 Department to respond within (10) does not infer authorization.
- Communication courses **other than** those offered by a State 911 Department contractors taking place in Massachusetts, Maine, New Hampshire, Connecticut and Rhode Island: Course fee(s), reasonable lodging, overtime, or backfill overtime to attend or sponsor courses pertinent to 9-1-1 Telecommunications may be reimbursed from the PSAPs training grant allocation provided prior approval was received. The grantee must submit a written request from the PSAP's authorized training grant signatory indicating the sponsor of the course, vendor name, course curriculum, course location and course cost, via email to 911DeptGrants@state.ma.us at least thirty (30) days prior to the course for approval. Confirmation of approval or denial will be sent back to the PSAP within ten (10) business days of the request. Failure of the State 911 Department to respond within (10) does not infer authorization.
- Communications courses outside of New England: Courses for 9-1-1 Telecommunicators, Communications Supervisors and Managers must be approved by the State 911 Department. The PSAP authorized training grant signatory shall submit a written request via email to 911DeptGrants@state.ma.us. The email shall include the estimated backfill/overtime cost, sponsor of the course, vendor name, course curriculum, course location, course cost, course travel cost (air fair etc) and an estimate of the lodging cost. The request must be made at least three (3) months prior to the course for approval. Confirmation of approval or denial will be sent back to the PSAP within ten (10) business days of the request. Failure of the State 911 Department to respond within (10) does not infer authorization.

- Products and Software - Software and products pertinent to 9-1-1 communications not offered by one of the State 911 Department contractors (i.e., skill and ability testing software for prescreening candidates for employment) may be purchased after the PSAP authorized training grant signatory submits a written request via email to 911DeptGrants@state.ma.us. The email shall include the name of the product, vendor cost and explanation on how the product will be used. Confirmation of approval or denial will be sent back within ten (10) business days of the request. Failure of the State 911 Department to respond within (10) does not infer authorization. All approved request will be allowable for reimbursement through the PSAP training grant allocation.